

Fig. 1

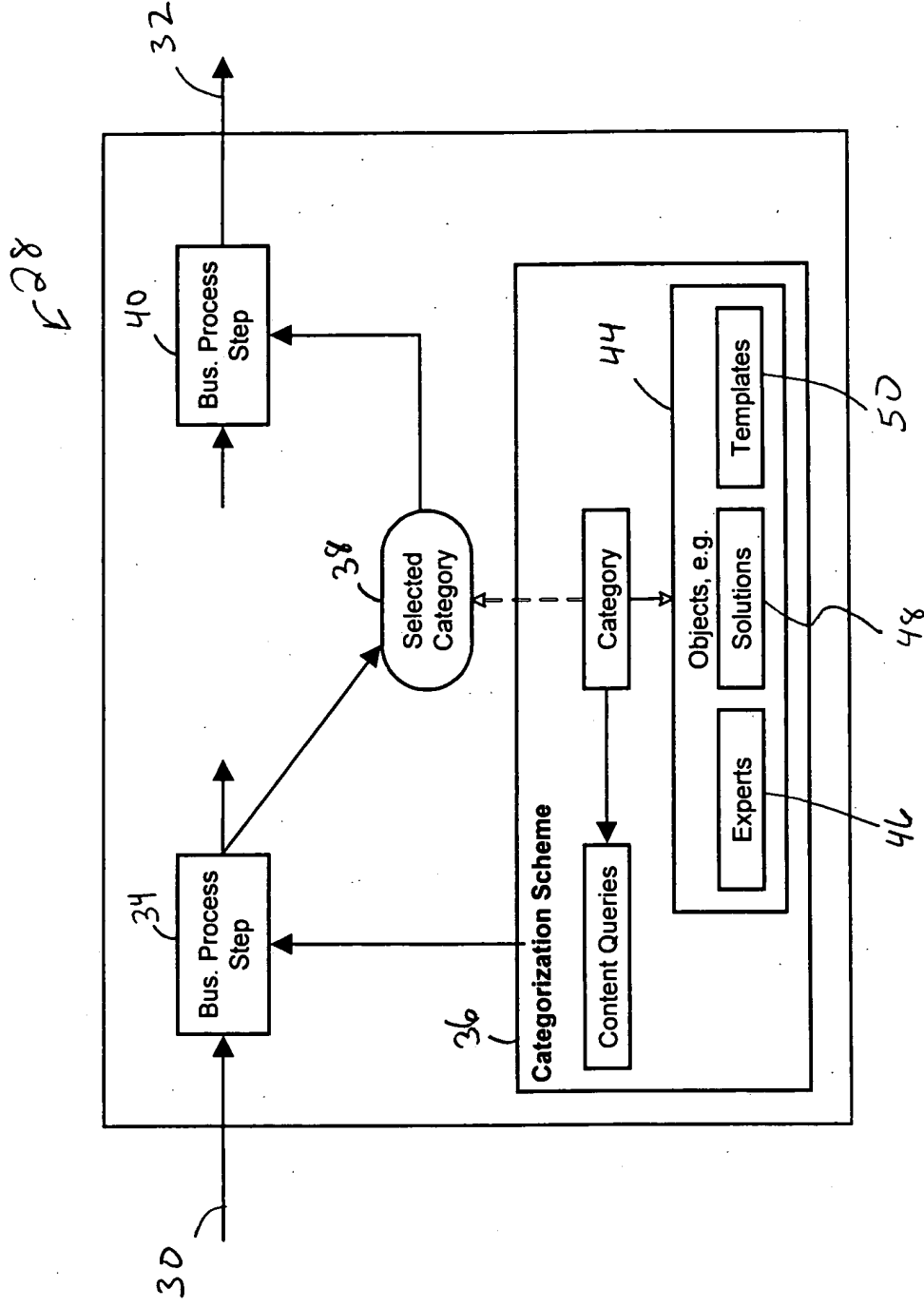
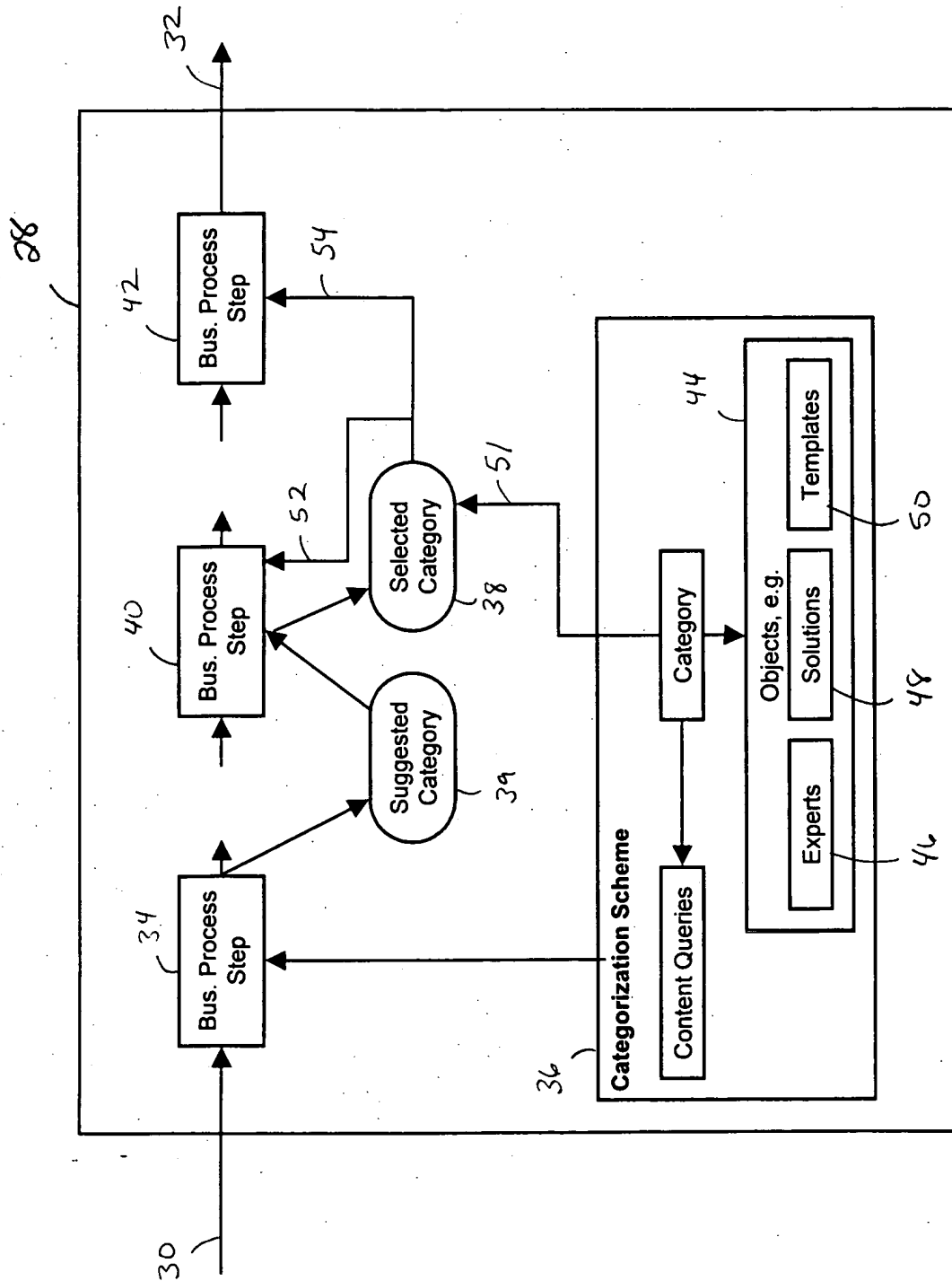


Fig. 2A



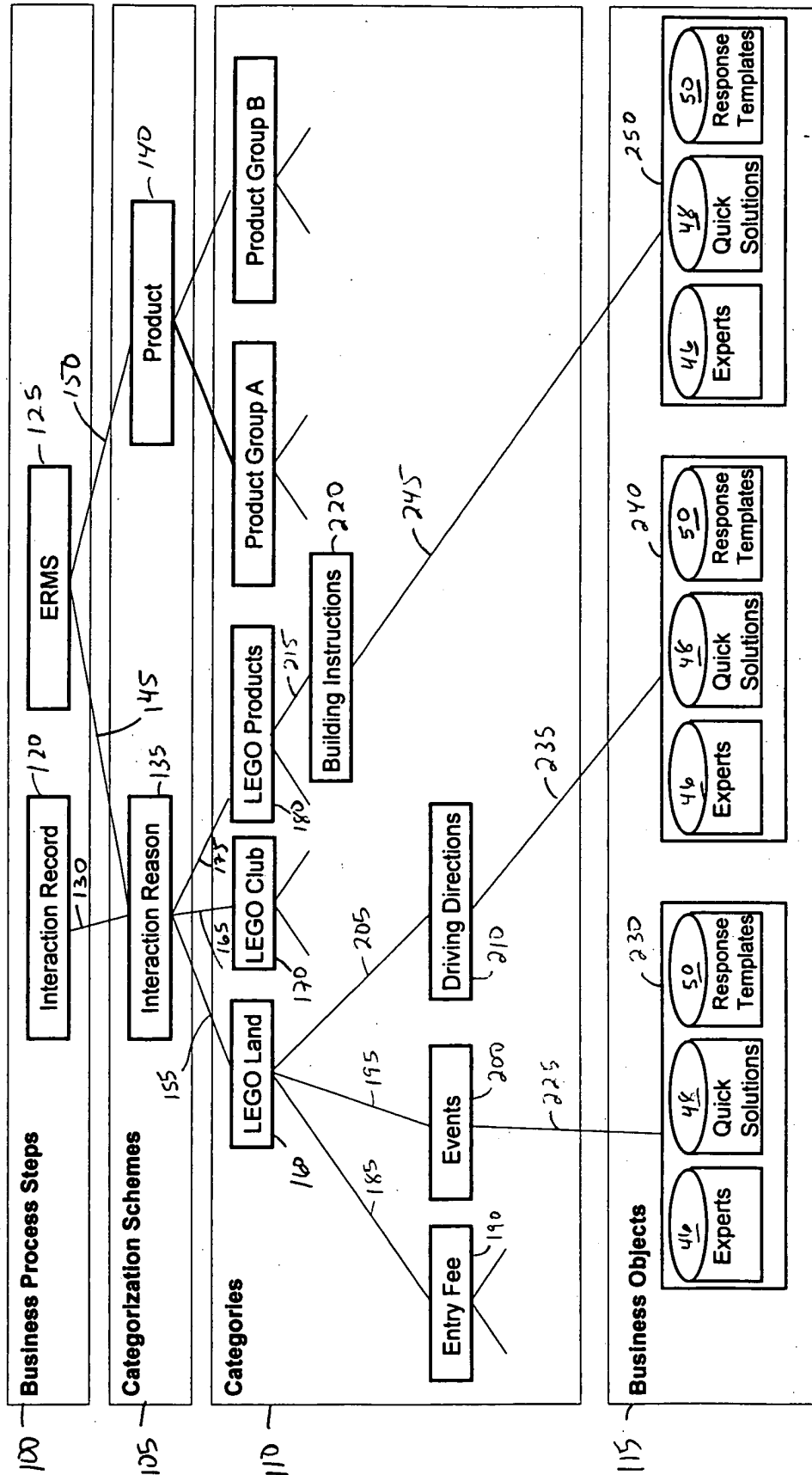


Fig. 3A

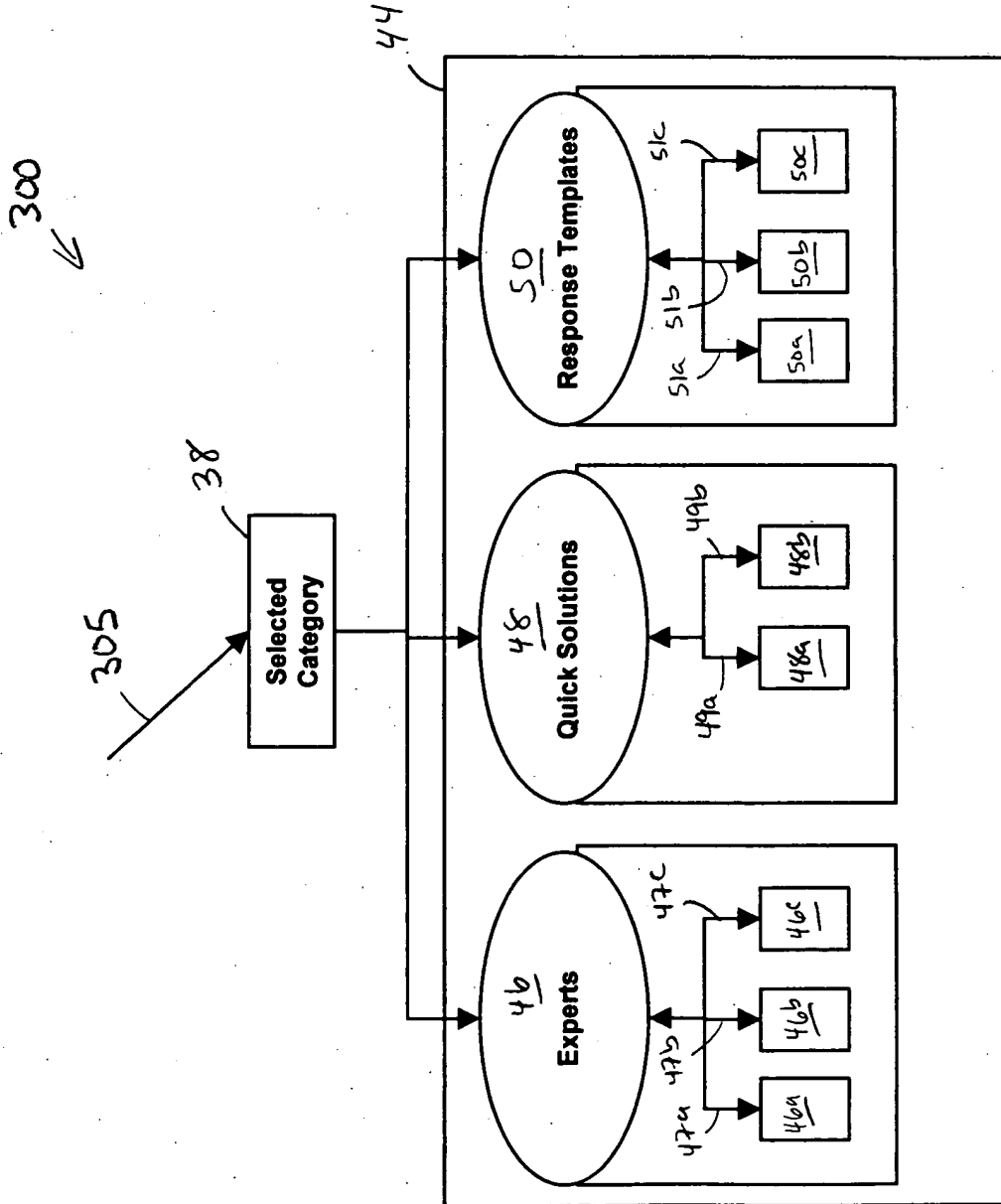


Fig. 3B

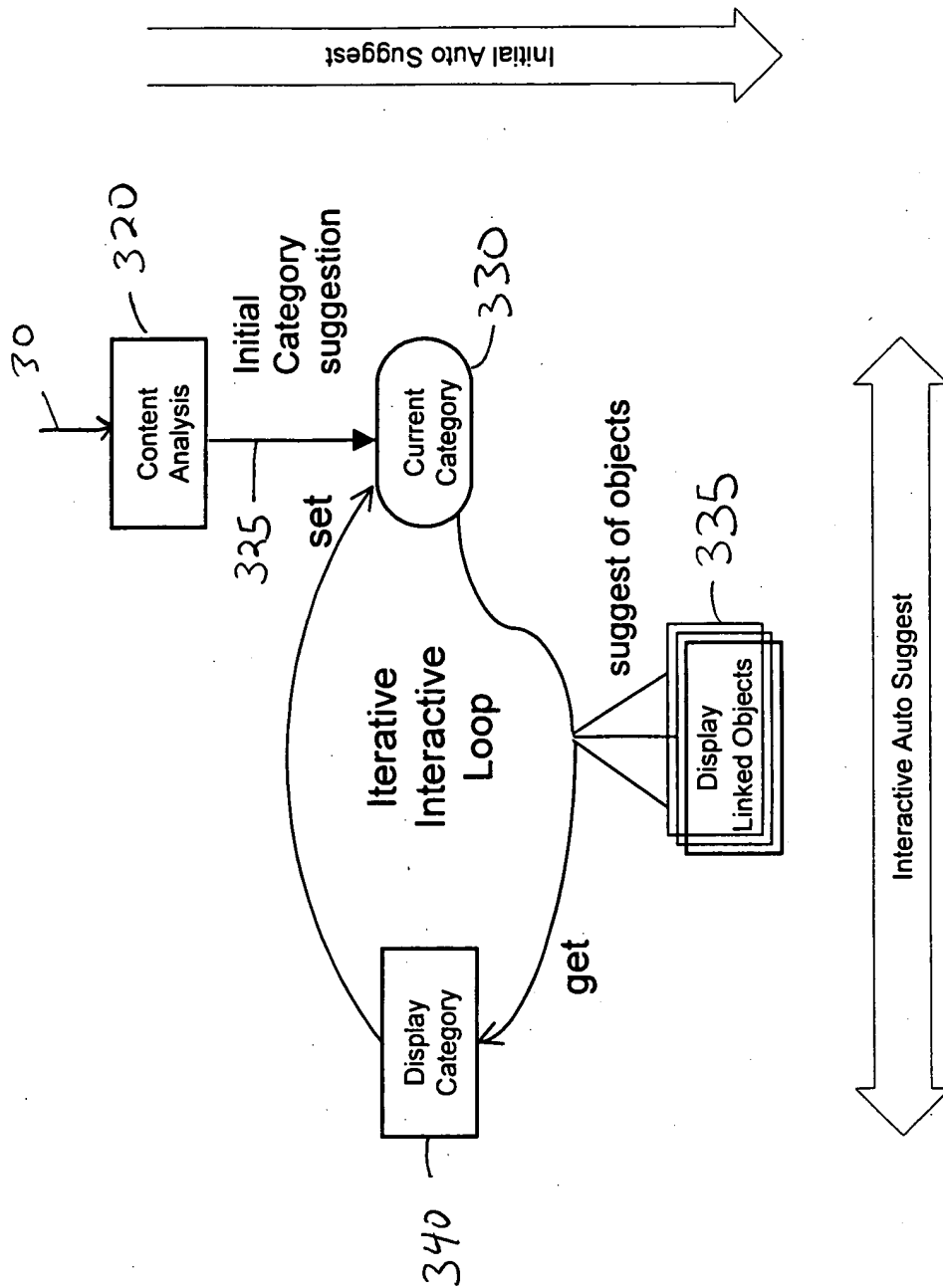


Fig. 3C

350

Description	Very high	In Process
Priority / Status		
Reason		
Classification 1	Apple	
Classification 2	iPod	
Classification 3	Playlists	
Classification 4		

Fig. 3D

125

400

435

440

445

470

472

475

476

477

478

479

ERMS

User Administration • Standard Responses • Categories • Repository • Templates • Rules

Categories - 436

Show / My favorites

Save Create Sub node Change Cut Copy Paste Delete Print Add to Favorites Help

437 438 439 441 442

Open Advanced Search

Name - 425

Description - 430

Root

Categories

Interaction Reason - 135

▷ LEGO Club - 170

▷ LEGO Land - 160

• Driving Directions - 210

• Entry Fee - 190

• Events - 200

▷ LEGO Products - 180

▷ LEGO Org Chart - 440

The reason for Customer Contacting LEGO

Refers to the exclusive Lego club; Category to address member questions & concerns

Enquires regarding the Lego Land

Enquires requesting driving directions

Requests to clarify entry fee

Request to know current events at Lego Land

Category enumerating the wide range of Lego products

The organizational Chart of LEGO

1/5

450 455 460 465 470

Details Query Example Documents Standard Responses Knowledge Entities

General

Name

Category ID

Parent Category

Reason Code

Description

Driving Directions

0201

Lego Land

Directions

Enquires requesting Driving directions

Creation Date

Created By

Last Modified Date

Last Modified By

Status

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FIG. 4



400

ERMS

User Administration • Standard Responses • Categories • Repository • Templates • Rules

Categories

Show My favorites [Cat] Go Open Advanced Search

Save Create Sub node Change Cut Copy Paste Delete Print Add to Favorites Help

Name	Description
Categories	Root
Interaction Reason	The reason for Customer Contacting LEGO
▷ LEGO Club	Refers to the exclusive Lego club; Category to address member questions & concerns
▷ LEGO Land	Enquires regarding the Lego Land
• Driving Directions ~ 210	Enquires requesting driving directions
• Entry Fee	Requests to clarify entry fee
• Events	Request to know current events at Lego Land
▷ LEGO Products	Category enumerating the wide range of Lego products
▷ LEGO Org Chart	The organizational Chart of LEGO

410 455 1/5

420

515

510

520

540

545

Match	Attribute	Operator	Value	Case
If	Subject and Body	contains	driving directions	<input type="checkbox"/>
Or	Subject	contains	Lego Land	<input type="checkbox"/>

1/1

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FIG. 5A

ERMS

User Administration • Standard Responses • Categories • Repository • Templates • Rules

Categories

Show

My favorites

Go

Open Advanced Search

Save

Create Sub node

Change

Cut

Copy

Paste

Delete

Print

Add to Favorites

Help

Name	Description
<div> <div>Categories</div> <div>Root</div> </div>	
<div> <div>Interaction Reason</div> <div>The reason for Customer Contacting LEGO</div> </div>	
<div> <div>LEGO Club</div> <div>Refers to the exclusive Lego club; Category to address member questions &amp; concerns</div> </div>	
<div> <div>LEGO Land</div> <div>Enquires regarding the Lego Land</div> </div>	
<div> <div>Driving Directions - 210</div> <div>Enquires requesting driving directions</div> </div>	
<div> <div>Entry Fee</div> <div>Requests to clarify entry fee</div> </div>	
<div> <div>Events</div> <div>Request to know current events at Lego Land</div> </div>	
<div> <div>LEGO Products</div> <div>Category enumerating the wide range of Lego products</div> </div>	
<div> <div>LEGO Org Chart</div> <div>The organizational Chart of LEGO</div> </div>	

455

1/5

Details

Query

Example Documents

Standard Responses

Knowledge Entities

New Entry

Delete Entry

Next

Previous

Match

Attribute

Operator

Value

Case Sensitive

If

Subject and Body

contains

Driving, directions, where

541

542

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410

ERMS

User Administration • Standard Responses • Categories • Repository • Templates • Rules

Categories

Show My favorites Get Go Open Advanced Search

Save Create Sub node Change Cut Copy Paste Delete Print Add to Favorites Help

Name	Description
Categories	Root
Interaction Reason	The reason for Customer Contacting LEGO
▷ LEGO Club	Refers to the exclusive Lego club; Category to address member questions & concerns
▽ LEGO Land	Enquires regarding the Lego Land
• Driving Directions	Enquiries requesting driving directions
• Entry Fee	Requests to clarify entry fee
• Events	Request to know current events at Lego Land
▷ LEGO Products	Category enumerating the wide range of Lego products
▷ LEGO Org Chart	The organizational Chart of LEGO

420

460

1/5

Details Query Example Documents Standard Responses Knowledge Entities

Change in MS Word Save in MS Word Import Create URL Delete Original Delete Reference

Name	Type	Language	Time Created	Created By	Last Changed	Last Changed By
Directions Request	txt	en	01.01.2002 1:00 PM	jkumar	01.01.2002 2:00 PM	jkumar

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FIG. 6

017

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400

ERMS

User Administration • Standard Responses • Categories • Repository • Templates • Rules

Categories

Show My favorites Go Open Advanced Search

Save Create Sub node Change Cut Copy Paste Delete Print Add to Favorites Help

Name	Description	Root
Categories		
Interaction Reason	The reason for Customer Contacting LEGO	
▷ LEGO Club	Refers to the exclusive Lego club; Category to address member questions & concerns	
▷ LEGO Land	Enquires regarding the Lego Land	
• Driving Directions - 2.10	Enquiries requesting driving directions	
• Entry Fee	Requests to clarify entry fee	
• Events	Request to know current events at Lego Land	
▷ LEGO Products	Category enumerating the wide range of Lego products	
▷ LEGO Org Chart	The organizational Chart of LEGO	

470 1/5

845 850

Details Query Example Documents Standard Responses Knowledge Entities

Add Entry Delete Entry

Title - 825 KB Name - 830 Language Created By Date Last Changed by Date

840 820

Response Preview

1/2

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400 ✓

910

410

420

920

450

1/5

ERMS

User Administration • Standard Responses • Categories • Repository • Templates • Rules

Categories

Show My favorites Go Close Advanced Search

Advance Search

Name  
Category ID  
Description  
Reason Code

Creation Date  
Created By  
Last Modified Date  
Last Modified By  
Status

Go Name of this Search Add to "Show" Remove from "Show"

Save Create Sub node Change Cut Copy Paste Delete Print Add to Favorites Help

Name Description

Categories

Root

Interaction Reason

▷ LEGO Club

▷ LEGO Land

• Driving Directions

• Entry Fee

• Events

▷ LEGO Products

▷ LEGO Org Chart

The reason for Customer Contacting LEGO

Refers to the exclusive Lego club; Category to address member questions & concerns

Enquires regarding the Lego Land

Enquiries requesting driving directions

Requests to clarify entry fee

Request to know current events at Lego Land

Category enumerating the wide range of Lego products

The organizational Chart of LEGO

Details Query Example Documents Standard Responses Knowledge Entities

General

Name  
Category ID  
Description  
Category  
Parent Category

US

Creation Date  
Created By  
Last Modified Date  
Last Modified By  
Status

Routing by Country

FIG. 9A

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[illegible]

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ERMS									
User Administration • Standard Responses • Categories • Repository • Templates • Rules									
Categories									
Show	My favorites	Get	Go	Open Advanced Search					
Save	Create Sub node	Change	Cut	Copy	Paste	Delete	Print	Add to Favorites	Help
Name		Description							
Categories		Root							
Interaction Reason - 135		The reason for Customer Contacting LEGO							
▷ LEGO Club		Refers to the exclusive Lego club; Category to address member questions & concerns							
▽ LEGO Land		Enquires regarding the Lego Land							
• Driving Directions		Enquires requesting driving directions							
• Entry Fee		Requests to clarify entry fee							
• Events		Request to know current events at Lego Land							
▷ LEGO Products		Category enumerating the wide range of Lego products							
LEGO Org Chart		The organizational Chart of LEGO							
1/5									
Details									
General									
Name	Interaction Reason	Creation Date							
Category ID	0201	Created By							
Parent Category	Category	Last Modified Date							
Status		Last Modified By							
Description	Reason for customer contacting LEGO	Valid From							
		Valid To							
Application Area									
<input checked="" type="checkbox"/>	Interaction Record - 120								
<input checked="" type="checkbox"/>	More Responses - 1015								
<input checked="" type="checkbox"/>	Knowledge Search - 1020								
<input checked="" type="checkbox"/>	Rules Engine - 1025								

FIG. 1b



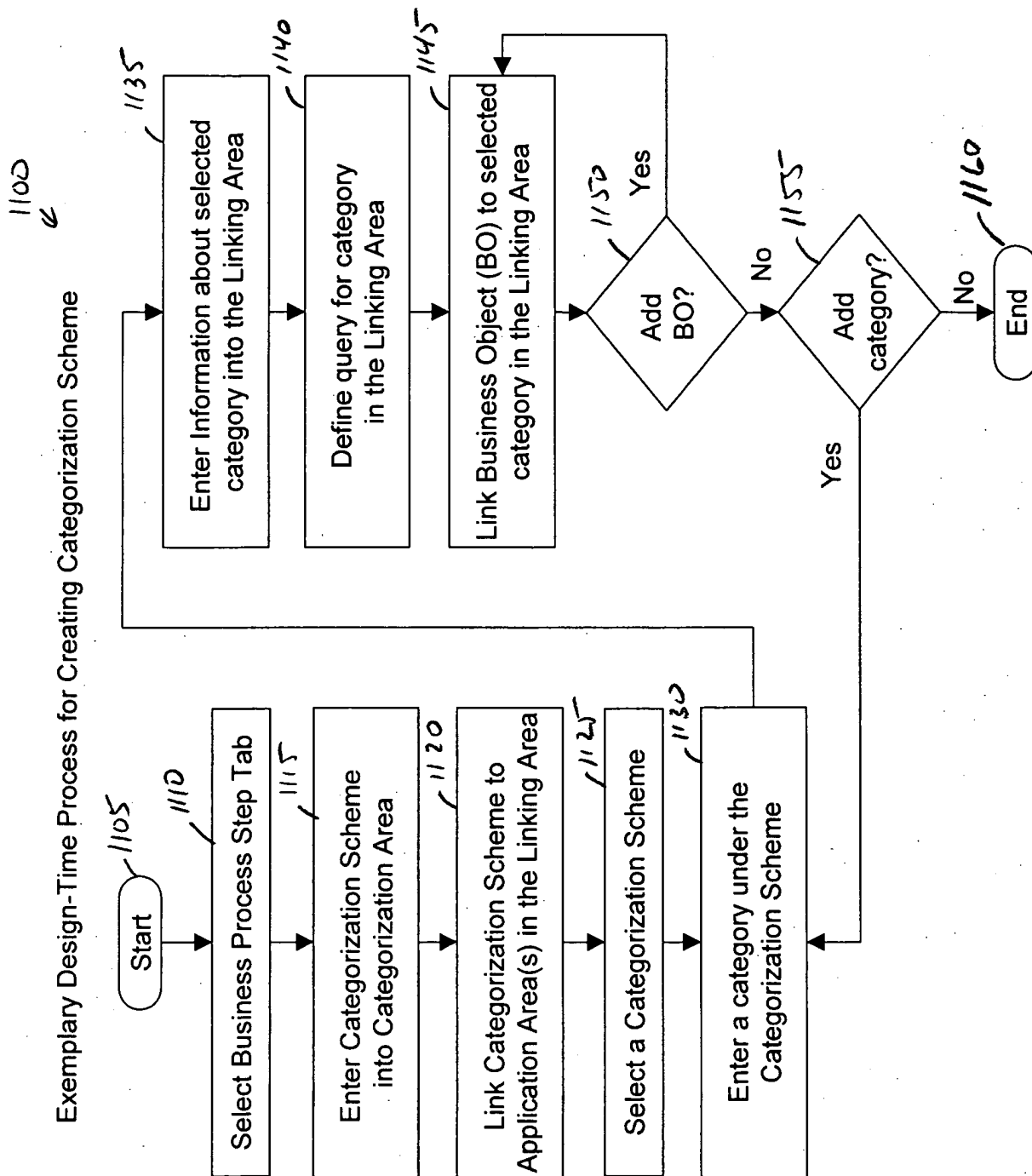


FIG. 11